

Exhibit AA

Contact an Android app's developer


Most apps on the Play Store are made by third-party developers, not by Google. The developers are responsible for supporting their apps and making sure they work well for you. You should contact an app developer if:

- An app you've downloaded isn't working.
- An in-app purchase hasn't been delivered, isn't working, or isn't what you expected.
- You want to learn more about how to use an app or game.


Find contact information for an app developer

[Android](#)[Computer](#)

On Android mobile devices

1. Open the Google Play Store app .
2. Browse or search for the app.
3. Tap the app to open the detail page.
4. Tap Developer contact.
5. Scroll down to review the contact information listed.

On Android TV

1. Open the Google Play Store app .
2. Browse or search for the app.
3. Locate and select the app from your search results.
4. Select Full Description.

What to say when you contact the developer

When you contact the developer, let them know:

The app you're using. Examples include "Facebook," "Clash of Clans," or "Candy Crush."

The issue you're having. Such as "My in-app purchase didn't come through," or "the app isn't working properly when I open it."

The response you'd like. For example, mention whether you'd like help fixing the issue or would like a refund for your purchase.

What to expect when contacting an app developer

You should expect a courteous and professional response when you contact a developer about an issue. If your inquiry is about a problem with a purchase you made, you should expect a response within three business days.

After you contact the developer, you can leave a public review for the app on the Play Store. Include your experience of the developer's support to provide feedback to the developer and inform other Play users.

Leave a public review for developers

[How to leave a review on the Play Store](#)
